

SPECIFICATION AMENDMENTS

Please replace the paragraph beginning at page 25, line 10 (starting with "Referring now to FIG. 4...") with the following amended paragraph:

B1 Referring now to FIG. 4, a diagram of relationship event processing is shown, according to one embodiment of the present invention. A relationship event is received in the contact center [[410]] 112 and translated into the universal data format. The event is then processed by the Modeling engine (ME) [[412]] 116 in conjunction with the Adaptive Knowledge Base (AKB), as described above in conjunction with FIGS. 2 and 3. ME [[412]] 116 accesses any required data from data access services [[414]] 120 and forwards the event model and data for further processing.

Please replace the paragraph beginning at page 25, line 18 (starting with "ME 412 may forward...") with the following amended paragraph:

B2 ME [[412]] 116 may forward the event model and data to an automatic response module [[416]] 140, an assisted response module 418, or a queue 420. The present invention may also include other modules, as described above in conjunction with FIG. 1. ME [[412]] 116 may forward the event model to as many modules as needed to respond to all of the intents expressed in the event.

Please replace the paragraph beginning at page 26, line 1 (starting with "The automatic response module...") with the following amended paragraph:

B3 The automatic response module [[416]] 140 generates an appropriate automatic response and forwards the response to an audit module 424. The audit module 424 may or may not

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contd.

perform an audit on the response, as will be described below. If an audit is performed, the result is then forwarded to a feedback module 426, where feedback is sent to ME [[412]] 116. This feedback from an automatic response will most likely be positive feedback that strengthens the accuracy rating of the model that selected the response. The automatic response is then sent to the contact center [[410]] 112, where the response is formatted for the appropriate communication channel and sent to the customer. Feedback module 426 supports multiple feedbacks to a single communication.

Please replace the paragraph beginning at page 26, line 12 (starting with “The assisted response module...””) with the following amended paragraph:

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The assisted response module 418 will forward the event model, the associated information gathered by ME [[412]] 116 including a history of interactions with the customer, and a list of suggested (canned) responses to the event to an agent 422. The agent 422 may select one or more of the suggested responses, or may compose an original response. The response is forwarded to the audit module 424, which may or may not perform an audit on the response. The response then flows to the feedback module 426, which provides the response feedback to ME [[412]] 116.

Please replace the paragraph beginning at page 27, line 7 (starting with “Relationship events and associated data...””) with the following amended paragraph:

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Relationship events and associated data may be sent to one or more queues 420 by ME [[412]] 116. Queues may store events of low priority until events of high priority have been processed. Other queues may store events that contain more than one request. For instance, a customer may request information regarding an existing account and express an interest in a new account. The first request may be satisfied with an automatic response, but the second request may be sent to a queue for new accounts. The second request may then be forwarded to an agent who handles new accounts.

Please replace the paragraph beginning at page 27, line 15 (starting with "The present invention includes...") with the following amended paragraph:

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The present invention includes built-in quality control based on audits of responses to relationship events. The audit module 424 reviews responses to relationship events and feeds this information back to ME [[412]] 116 via the feedback module 426. ME [[412]] 116 may determine that a particular agent assisted response was inappropriate if the response varies greatly from what was predicted. The system user may configure the audit module 424 to perform audits based on various criteria, including, but not limited to, the experience level of agents, the status of the customer based on a service level agreement, which queue the event was routed to, the channel of the event, the type of response, and whether the agent sent a canned or a composed response.
